

Beneficiary Dental Exception (BDE) August 2019

The BDE process is available to Medi-Cal Dental Managed Care (DMC) members in Sacramento County to ensure timely access to services through their dental plan. Requests are made by mail, fax, email, or by calling the BDE phone line (855-347-3310). The Department of Health Care Services' staff work with the DMC plans on behalf of the members to schedule an appropriate appointment within specified timeframes, based on the member's needs. If no such appointment is secured, the members may request to opt-out of Medi-Cal DMC and move into Medi-Cal Dental Fee-for-Service (FFS) where he or she may select his or her own dental provider on an ongoing basis. No one has utilized the BDE to transfer to FFS since its inception.

The following report includes a summary for August 2019, comparison of July 2019 to August.

Total Requests Received in August 2019

A total of 156 requests were received during August; seven (4%) were BDE requests, while 149 (96%) were non-BDE requests (Table 1). Of the seven BDE requests, six (86%) BDE requests were completed and closed in August (Table 6).

Table 1: August 2019 Incoming Totals

Total Requests	156	100%
BDE	7	4%
Non-BDE	149	96%
Inbound Phone Call Total	82	53%
BDE	6	7%
Non-BDE	76	93%
Mail/Fax/Email Total	74	47%
BDE	1	1%
Non-BDE	73	99%

Table 2: August 2019 Non-BDE Totals

Non-BDE Categories	149	100%
BDE Info/No Need	35	24%
Benefits	5	3%
Eligibility	3	2%
Plan/Provider Info	66	44%
No Answer/Left Message	28	19%
Other	12	8%

BDE Requests Received from July 2019 to August 2019

From July 2019 to August 2019, there were 16 total BDE requests received. (Table 5).

Table 3: BDE Request Received in August 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	0	2	0	2	0	2
Urgent	1	2	0	2	1	3
Routine	0	0	1	1	0	1
Specialist	1	0	0	1	0	1
In Progress	1	0	0	1	0	1
Closed	1	4	1	5	1	6
Total BDE	2	4	1	6	1	7

Table 4: BDE Requests Received in July 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	0	1	1	1	2
Urgent	0	3	0	3	0	3
Routine	3	0	0	3	0	3
Specialist	0	0	1	1	0	1
In Progress	1	1	1	3	0	3
Closed	3	2	1	5	1	6
Total BDE	4	3	2	8	1	9

Table 5: BDE Requests Received from July 2019 to August 2019

BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Emergency	1	2	1	3	1	4
Urgent	1	5	0	5	1	6
Routine	3	0	1	4	0	4
Specialist	1	0	1	2	0	2
In Progress	2	1	1	4	0	4
Closed	4	6	2	10	2	12
Total BDE	6	7	3	14	2	16

BDE Cases Closed in August 2019

A total of nine BDE cases were closed in August, including appointments that originated in prior months that may have required several appointments. Three of the nine cases that were closed in August originated in July.

Of the closed cases, two (22%) were emergency appointments, three (34%) were urgent appointments, three (33%) were routine appointments, and one (11%) was a specialist appointment. Of these closed appointments, eight (89%) were for adults and one (11%) was for a child. (See Graph 1).

Of the closed cases, seven (78%) appointments were successfully seen and treated by a dentist. Two (22%) appointments were unsuccessful; the members did not show to their scheduled appointments. One rescheduled and showed up to their new appointment while the other one has yet to reschedule (See Graph 2).

Table 6: BDE Requests Closed in August 2019

Type of Visit	Adult/Child	Service Provided	Timely Access (Business Days)	Dental Plan	Department Perspective
Emergency	Adult	Exam	Same Day	Health Net	Successful
Emergency	Adult	Exam, TAR submitted for extractions	Same Day	Health Net	Successful
Urgent	Child	Filling	3	Health Net	Successful
Urgent	Adult	Exam on tooth #15 (for extraction)	2	Health Net	Successful
Urgent	Adult	Exam, X-Rays	3	Health Net	Successful
Routine	Adult	Exam, X-Rays, Cleaning	4	Health Net	Successful
Routine	Adult	N/A	5	Access	Unsuccessful
Routine	Adult	N/A	8	LIBERTY	Unsuccessful
Specialist	Adult	Evaluation	21	LIBERTY	Successful

Appointment Timeframes (as required by contract)

- Emergency – 24 hours
- Urgent – 72 hours (3 days)
- Routine – 4 weeks
- Specialist – 30 days from authorized request

Figure 1: BDE Appointments Closed in August: Organized by Type

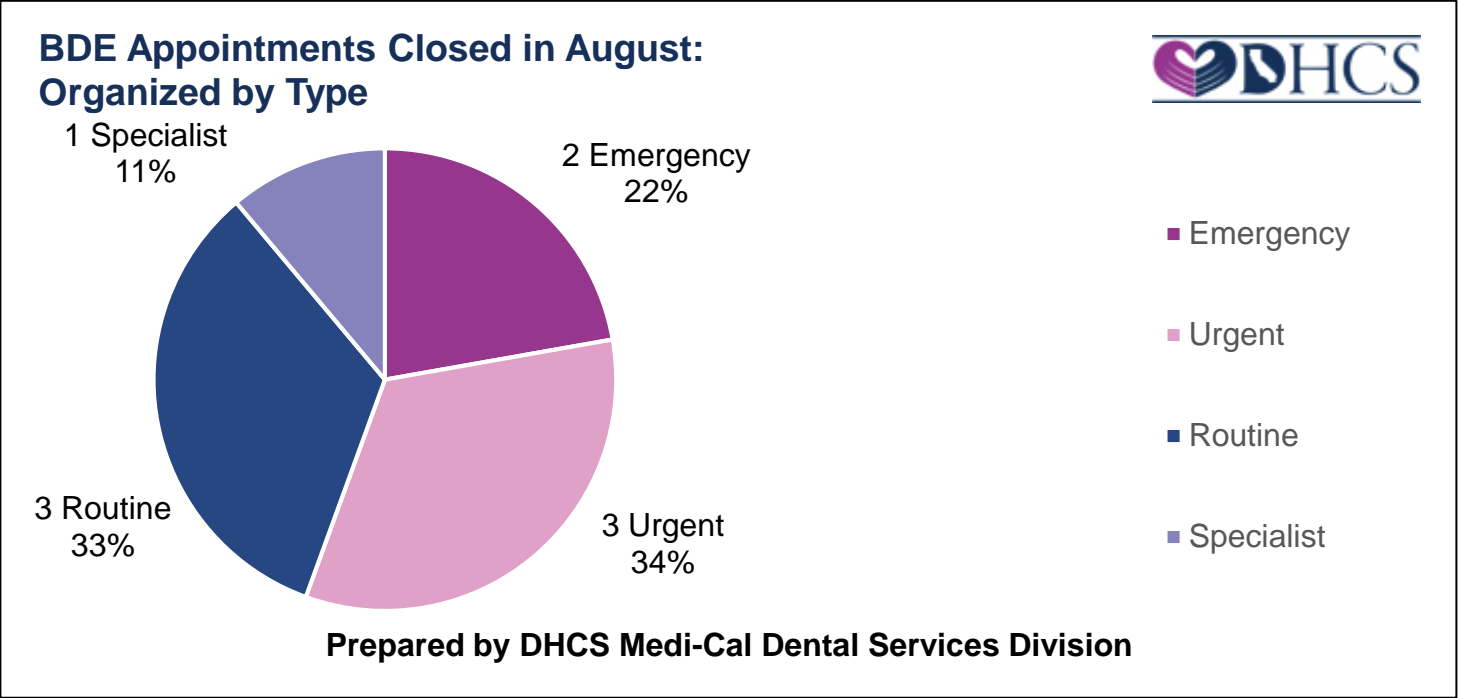


Table 7: BDE Appointments Closed in August: Organized by Type

Type of Appointment	Adults	Children	Total	Percentage
Emergency	2	0	2	22%
Urgent	2	1	3	34%
Routine	3	0	3	33%
Specialist	1	0	1	11%

Figure 2: BDE Appointments Closed in August: Successful vs. Unsuccessful

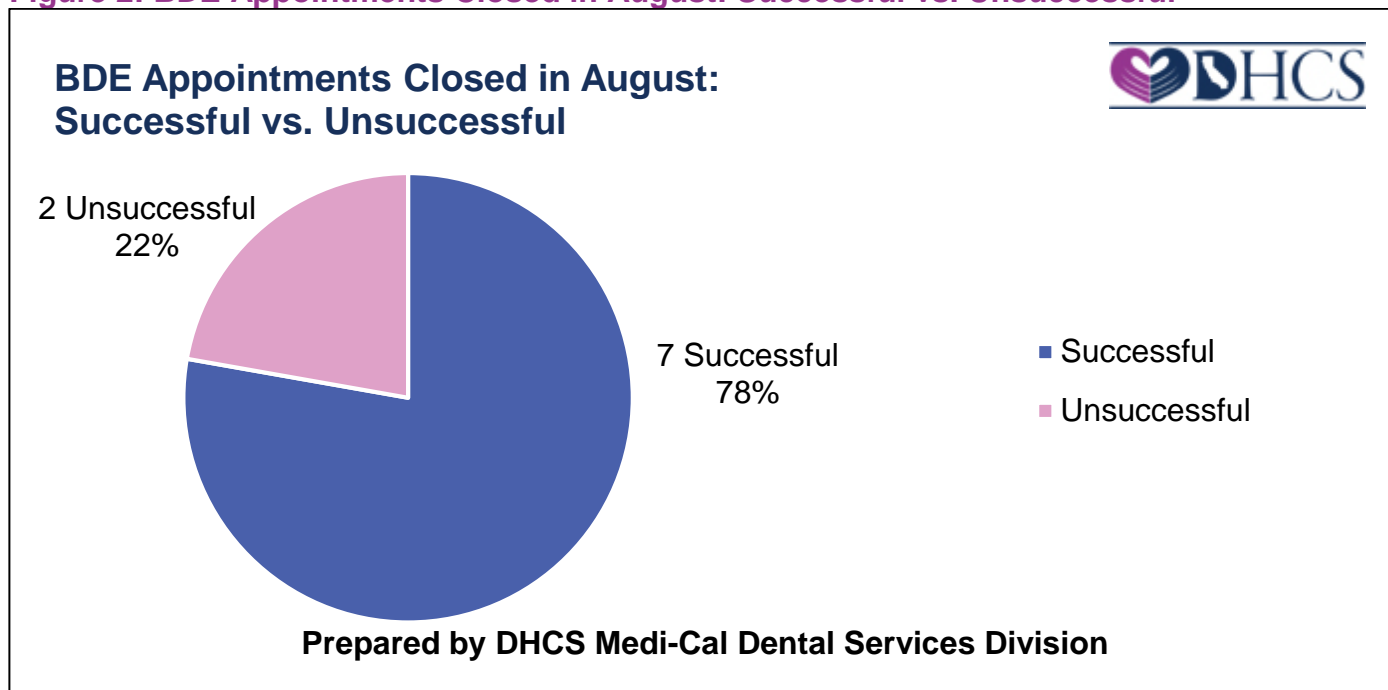


Table 8. BDE Appointments Closed in August: Successful vs. Unsuccessful

Department Perspective	Adults	Children	Total	Percentage
Successful	6	1	7	78%
Unsuccessful	2	0	2	22%

BDE Requests Closed from July 2019 to August 2019

A total of 15 BDE requests were closed from July 2019 to August 2019 (Tables 7 and 8). Please note: these tables may include requests received that have rolled over from prior months if a member requires multiple appointments or when the request is near the end of month.

Table 9: BDE Requests Closed in July 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	1	0	0	1	0	1
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	1	0	1	1	1	2
Successful Urgent	0	2	0	2	0	2
Successful Routine	1	0	0	1	0	1
Successful Specialist	0	0	0	0	0	0
Unsuccessful	1	0	0	1	0	1
Successful	2	2	1	4	1	5
Total	3	2	1	5	1	6

Table 10: BDE Requests Closed in August 2019

Closed BDE Categories	Access	Health Net	LIBERTY	Adults	Children	Total
Unsuccessful Emergency	0	0	0	0	0	0
Unsuccessful Urgent	0	0	0	0	0	0
Unsuccessful Routine	1	0	1	2	0	2
Unsuccessful Specialist	0	0	0	0	0	0
Successful Emergency	0	2	0	2	0	2
Successful Urgent	0	3	0	2	1	3
Successful Routine	0	1	0	1	0	1
Successful Specialist	0	0	1	1	0	1
Unsuccessful	1	0	1	2	0	2
Successful	0	6	1	6	1	7
Total	1	6	2	8	1	9

2018 vs. 2019 Comparison

As shown below (Figure 2), BDE requests continue on a downward trend and the total monthly incoming requests show a decrease in August 2019 when compared to August 2018.

Figure 3: 2018 vs. 2019 Total Monthly Incoming Requests

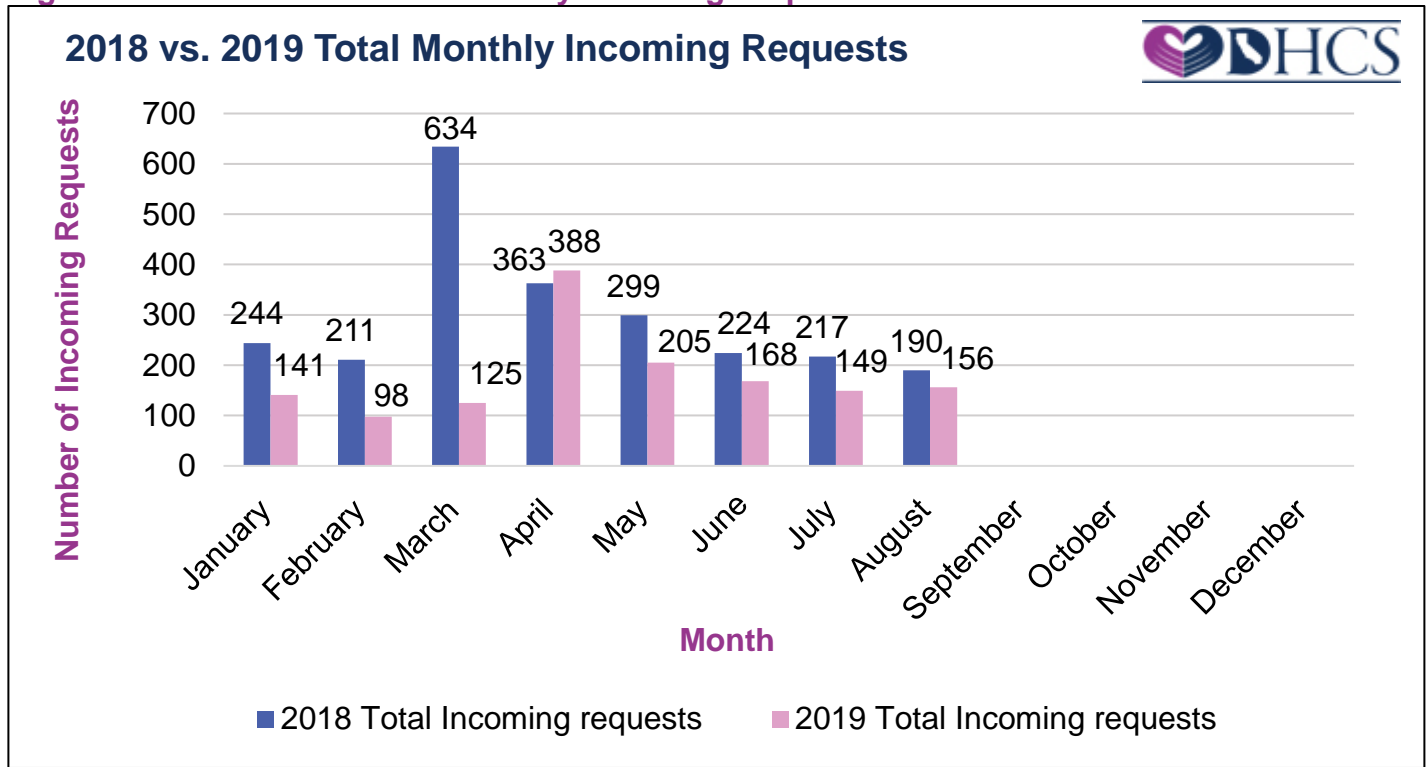


Figure 4: 2018 vs. 2019 BDE Monthly Incoming Requests

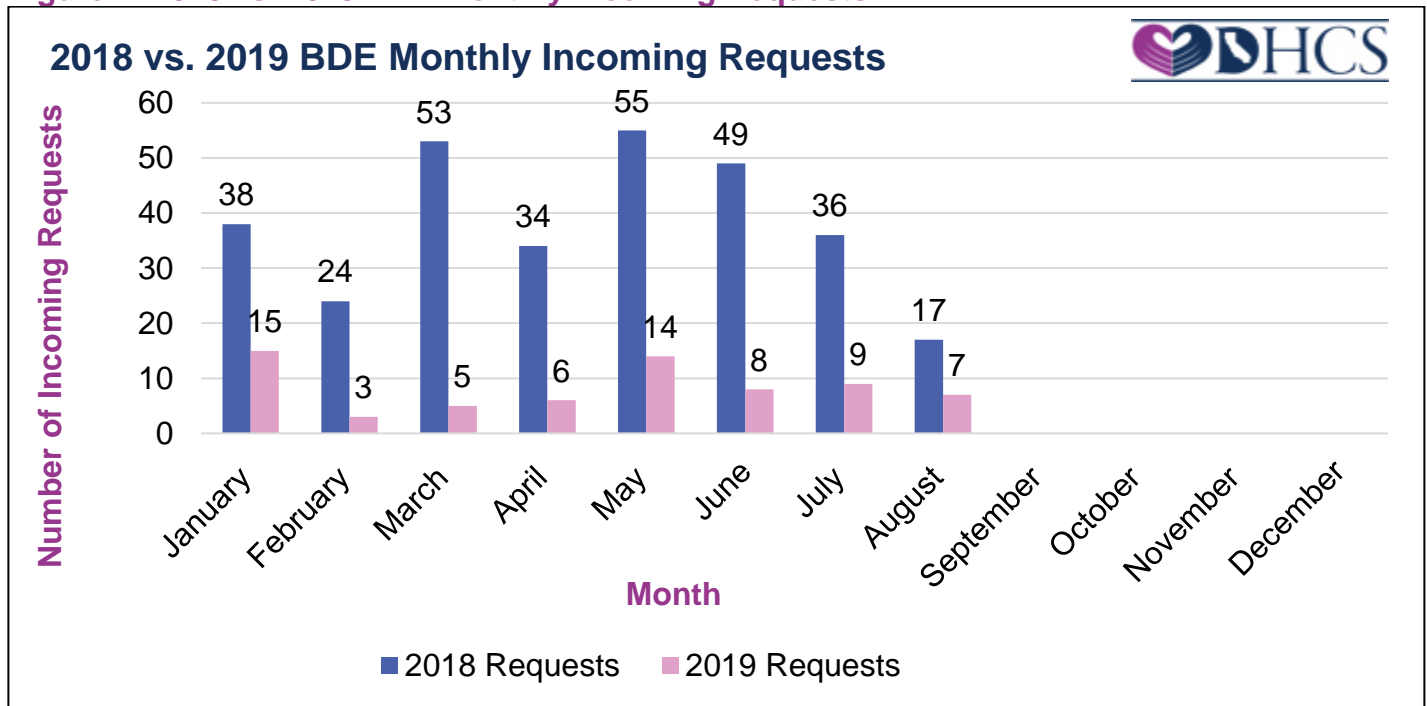
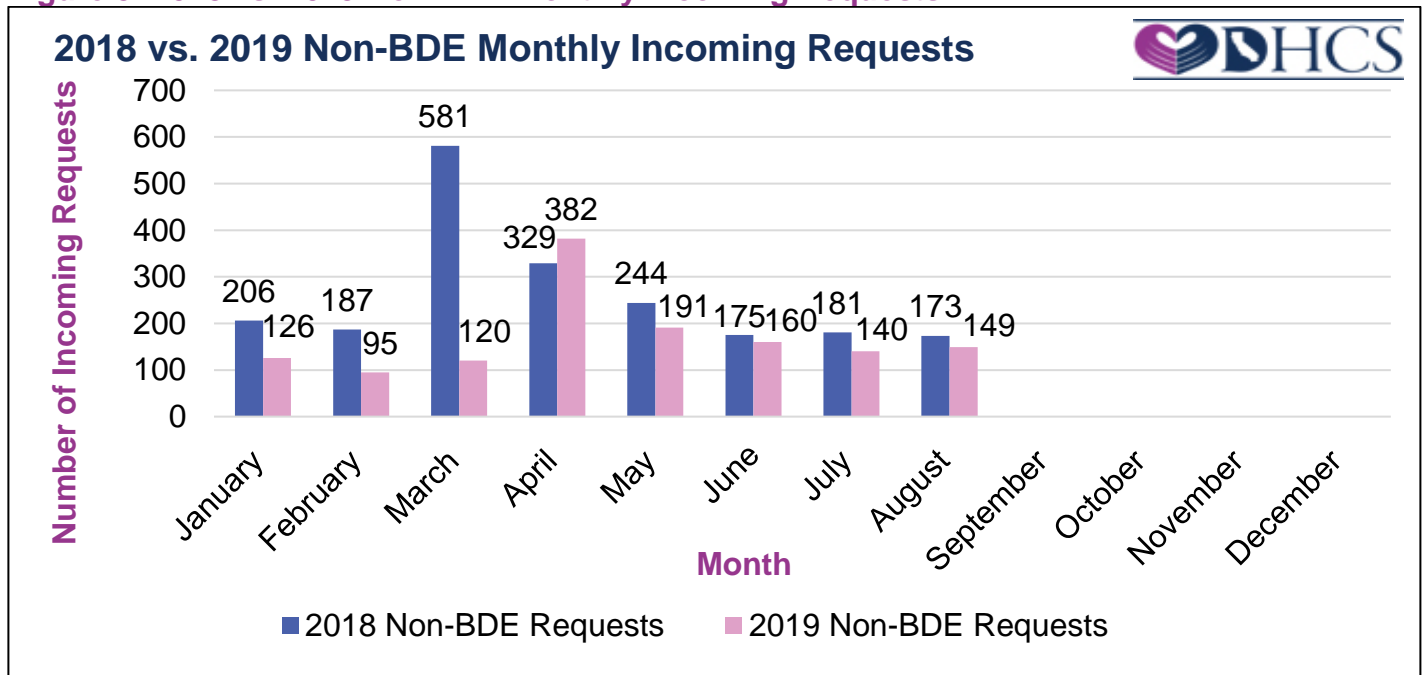


Figure 5: 2018 vs. 2019 Non-BDE Monthly Incoming Requests



2019 Summary

Figure 6: 2019 Total Monthly Requests by Type

